

# **Idaho Real Estate Commission**

## **4-Year Strategic Plan**

September 09, 2004

**IDAHO REAL ESTATE COMMISSION**  
**STRATEGIC PLAN**

for Fiscal Years Ending June 30, 2004 - June 30, 2007

Signed: \_\_\_\_\_  
Donna M. Jones, Executive Director  
Idaho Real Estate Commission

Signed: \_\_\_\_\_  
Robert Jones, Chair  
Idaho Real Estate Commission

Revised and Submitted this 10th day of September, 2004

# **IDAHO REAL ESTATE COMMISSION STRATEGIC PLAN**

## **INTRODUCTION**

While the early historical records of the Commission are sketchy, previous reports indicate that the forerunner to the present law was first enacted in 1921. No changes were made until 1947, when an amendment was passed to protect the public against the acts of real estate brokers and to elevate the conduct and ethics of the real estate business. The 1947 amendment created the Idaho Real Estate Commission (IREC) as a self-supporting unit of state government.

In order to plan for the future, it is important to know where we've been. Thus, as a part of our planning, we have, on file at the Commission office an Appendix A, the Commission's Significant Historical Events. This document is intended to provide future Commission members, staff and interested members of the public, a current historical summary.

The Idaho Real Estate Commission consists of four members appointed by the Governor for four-year terms located in four different geographical areas of the state--Northern, Southeastern, Southwestern and South Central. The Commission generally meets for one or two days on a monthly basis. An administrative staff of twelve employees carries out the day-to-day duties of the Commission along with the guidance and assistance of a part-time attorney who serves as the Commission members' legal advisor. The Commission maintains one office located in Boise.

As a regulatory body, the role of the Commission is not to protect the industry or the profession that it regulates, nor to protect consumers. It is not the role of regulators to be advocates for either a profession or consumers. Instead, the role of the regulators is to protect the public interest.

Protecting the public interest means assuring every individual's right to justice and equal opportunity. Regulators protect the public interest when they deny the right to practice to the incompetent and unscrupulous. Regulators protect the public interest when they eliminate barriers that unreasonably limit entry into a field of practice. Regulators protect the public interest when they refuse to use licensing or registration laws to settle private disputes. Regulators protect the public interest when they refuse to use licensing or registration laws to advance the interest of private trade associations. Regulators protect the public interest when they encourage free and open markets. Therefore, the public interest demands that regulators use their best efforts to achieve impartiality.

Commission members must rely on their experience to help them to understand how people may react in a brokerage transaction. Often the public and licensees mistakenly assume that the role of a Commission member or a staff member is to "represent the public" or to "represent the industry." In making that assumption, the public and licensees ignore the purpose of the license law and as a result sometimes seek to exert inappropriate pressures on Commission and staff

members. By their words and actions, the Commission must let licensees and the public know that in contested cases and in recommending new laws or rules, they have reached judgments only after careful review of all laws, rules, data and opinions presented to them.

### **MISSION STATEMENT**

The mission of the Idaho Real Estate Commission is to regulate state licensing and education of real estate brokers and sales associates and to safeguard and protect the public interest by the fair and impartial administration of the Idaho Real Estate License Law and Rules and the Idaho Subdivided Lands Disposition Act. The Commission strives to elevate the real estate industry to the highest standards possible through communication, education and the latest technology. The Commission will achieve this goal by operating with accountability, efficiency, and responsibility.

### **OPERATING PHILOSOPHY**

We believe that state government should be ethical, accountable, and dedicated to serving the citizens of Idaho to the best of our ability. The Idaho Real Estate Commission's core values of excellence, customer service, teamwork and respect, provide positive direction for our employees. We believe that government should operate, to the extent possible, in the most effective and efficient manner possible, which may include the utilization of private sector principles when practical. The Commission accepts, with the deepest sense of purpose and responsibility, our duty to ensure our citizens can conduct real estate business with companies and licensees who have access to updated education and resources. The Commission pledges to continue to act in an ethical, responsible and efficient manner for all citizens of Idaho.

### **GOALS AND OBJECTIVES**

#### **GOAL 1: ESTABLISH AND MAINTAIN MINIMUM COMPETENCIES NEEDED TO OBTAIN AND MAINTAIN A REAL ESTATE LICENSE IN IDAHO**

##### **Objective 1: To Consistently Review the *Idaho Real Estate License Law and Rules* for Reasonableness and Fairness**

Strategy 1: Analyze national trends by attending ARELLO conferences to assure the *Idaho Real Estate License Law and Rules* are consistent with other states

Strategy 2: Work with REALTORS® organization and the public to assure that Idaho's laws and rules are protecting the public interest

Strategy 3: Work with legislators to assure the passage of law changes deemed necessary

Strategy 4: Publish and distribute the *Idaho Real Estate License Laws and Rules*

**GOAL 2: ASSURE COMPLIANCE WITH REAL ESTATE STANDARDS AND LAWS**

**Objective 1: To Provide a High Quality, Pre-license Examination Designed to Measure Minimum Competencies**

Strategy 1: Review minimum competency levels through job tasks surveys and other methods

Strategy 2: Cooperate and participate in item writing workshops to provide candidates with a relevant pre-license exam to test competency

**Objective 2: To Provide a High Quality, Pre-license Education Program**

Strategy 1: Periodically review current issues, trends and the *Idaho Real Estate License Law and Rules* to determine if current courses and corresponding exams are relevant

Strategy 2: Maintain a “Certification Policy” to outline requirements for certification of courses, instructors, and providers

Strategy 3: Certify and monitor courses, instructors and providers

**Objective 3: To Provide a High Quality Continuing Education Program**

Strategy 1: Annually review current issues, trends and the *Idaho Real Estate License Law and Rules* to develop and provide quality continuing education program

Strategy 2: Certify and monitor continue education instructors, courses and providers

**Objective 4: To Review Regulated Business Activities and Practices**

Strategy 1: Conduct office audits and inspections as warranted

Strategy 2: Monitor citation program

Strategy 3: Conduct or cause to be conducted Business Conduct and Office Operations courses

**Objective 5: Process Complaints Against Licensees in a Thorough, Timely and**

## **Efficient Manner**

Strategy 1: Initiate investigation on verified complaints immediately

Strategy 2: Complete investigations and reports within six months

## **Objective 6: Assure That License Applicants, Licensees and Consumers Receive Their Due Process Rights under the Regulatory and Disciplinary Powers of the Statutes**

Strategy 1: Establish and maintain a fair hearing process and administer the disciplinary powers of the *Idaho Real Estate License Law and Rules* within the procedures set forth in the Administrative Procedures Act.

Strategy 2: Maintain and monitor public records policy, now available on the IREC website.

## **GOAL 3: EFFECTIVELY ADMINISTER, MONITOR AND IMPROVE LICENSING PROCESS**

### **Objective 1: To Provide an Effective Screening Process of New License Applications**

Strategy 1: Process & track applicant fingerprints through Idaho State Police and the FBI.

Strategy 2: Utilize ARELLO screening services for previous disciplinary actions

Strategy 3: Market & encourage use of electronic fingerprint system

### **Objective 2: Verify Compliance with Licensing Standards**

Strategy 1: Utilize *Idaho Real Estate License Law and Rules* and Commission policies to design and provide current application, renewal and change forms to solicit the appropriate information to verify compliance

Strategy 2: Process completed applications, renewals and changes efficiently

Strategy 3: Utilize available technology to provide more efficient process for licensees to submit requests for changes to licensing information, i.e., via the Internet

**Objective 3: Improve Records Management Process**

Strategy 1: Manage records primarily by electronic means in an attempt to reduce hard copies, moving towards a nearly paperless operation

**GOAL 4: OPERATE THE COMMISSION WITH ACCOUNTABILITY, EFFICIENCY AND RESPONSIBILITY**

**Objective 1: Utilize Technology in Business Practices**

Strategy 1: Utilize most current hardware and software programs

Strategy 2: Maintain an informative web page

Strategy 3: Maintain & improve access for licensees to have the ability to conduct Commission business.

**Objective 2: Employ, Train, Hire, Terminate and Manage Staff to Effectively Conduct Business in Compliance with DHR Rules and Regulations**

Strategy 1: Conduct regular, as needed staff meetings

Strategy 2: Maintain increased management commitment for additional training to enable staff to more adequately and efficiently fulfill their job responsibilities

Strategy 3: Monitor and update the *Employee Handbook*, the Open Records laws, the Americans with Disabilities Act, Federal Family Medical Leave Act, and other applicable laws to insure compliance

**Objective 3: Assure Sufficient Funding to Support Commission Operations**

Strategy 1: Seek adequate spending authority from the legislature

Strategy 2: Continuously monitor expenditures

Strategy 3: Continue to maintain a six-month reserve account

Strategy 4: Fees for services should reflect actual provider costs

**Objective 4: Provide Office Facilities and Equipment Necessary for Staff to Effectively Conduct Commission Business**

Strategy 1: Continue to update furniture and equipment to maintain safe and healthy environment

**GOAL 5: ACT AS A PUBLIC RESOURCE FOR REAL ESTATE ISSUES**

**Objective 1: Disseminate Information Addressing Subjects of Special Interest and Concerns to Licensees and Consumers**

Strategy 1: Continue to distribute educational newsletter to all licensees semiannually together with a schedule of courses to be held during the next six months

Strategy 2: Continue to maintain items of consumer interest including but not limited to; *The Investigate and Hearing Process, Consumer Information on Buying and Selling Real Estate, Agency Representation* and Candidate Information Bulletins

Strategy 3: Continue to upgrade and maintain Commission website with pertinent licensure and consumer information and searchable licensee base

**Objective 2: Respond to Consumer Inquiries in a Consumer-Oriented Consciousness**

Strategy 1: Respond to public records requests in mandated timeframe

Strategy 2: Provide public with references to other departments and organizations as appropriate

Strategy 3: Provide real estate information to the public through a “consumer” brochure and web site

**GOAL 6: RESEARCH CREATION OF A REAL ESTATE BUSINESS WEBSITE TO INCLUDE APPRAISERS, TITLE INSURANCE COMPANIES, HOME INSPECTORS, MORTGAGE BROKERS AND PROPERTY MANAGEMENT**

**Objective: To Provide Consumers a “One Stop Shop” for Real Estate Concerns**

Strategy 1: Build coalition with Governor and other regulatory agencies

Strategy 2: Work with the Department of Commerce and the Department of Administration in conjunction with the Governor and other affected regulatory agencies

Goal	Objective	Strategy	FY04	FY05	FY06	FY07
GOAL 1: Establish and maintain minimum competencies needed to obtain and maintain a real estate license in Idaho	Objective 1: To Consistently Review Idaho Real Estate License Law and Rules for Reasonableness and Fairness	<u>Strategy 1:</u> Analyze national trends by attending ARELLO conferences to assure Idaho's License Law and Rules are consistent with other states	yes	yes	yes	yes
		<u>Strategy 2:</u> Work with REALTORS® organization and the public to assure that Idaho's laws and rules are protecting the public interest	yes	yes	yes	yes
		<u>Strategy 3:</u> Work with legislators to assure the passage of law changes deemed necessary	yes	yes	yes	yes
		<u>Strategy 3:</u> Work with legislators to assure the passage of law changes deemed necessary	yes	yes	yes	yes
		<u>Strategy 4:</u> Publish and distribute <i>Idaho Real Estate License Laws and Rules</i>	10,000 copies	10,000 copies	10,000 copies	10,000 copies
GOAL 2: assure compliance with real estate standards and laws	Objective 1: To Provide a High Quality, Prelicense Examination Designed to Measure Minimum Competencies	<u>Strategy 1:</u> Review minimum competency levels through job tasks surveys and other methods	yes	yes	yes	yes
		<u>Strategy 2:</u> Cooperate and participate in item writing workshops to provide candidates with a relevant prelicense exam to test competency	1	1	1	1
	Objective 2: To Provide a High Quality, Prelicense Education Program	<u>Strategy 1:</u> Periodically review current issues, trends and <i>License Laws and Administrative Rules</i> to determine if current courses and corresponding exams are relevant	yes	yes	yes	yes

Goal	Objective	Strategy	FY04	FY05	FY06	FY07
		<u>Strategy 2:</u> Maintain a “Certification Policy” to outline requirements for certification of courses, instructors, and providers	yes	yes	yes	yes
		<u>Strategy 3:</u> Certify and monitor courses, instructors and providers	Yes	yes	yes	yes
	Objective 3: To Provide a High Quality Continuing Education Program	<u>Strategy 1:</u> Annually review current issues, trends and License Law and Administrative Rules to develop and provide quality continuing education program	Yes	yes	yes	yes
	Objective 4: To Review Regulated Business Activities and Practices	<u>Strategy 2:</u> Certify and monitor continue education instructors, courses and providers	yes	yes	yes	yes
		<u>Strategy 1:</u> Conduct office audits and inspections as warranted	279	300	300	300
		<u>Strategy 2:</u> Monitor citation program	yes	yes	yes	yes
		<u>Strategy 2:</u> Monitor citation program	yes	yes	yes	yes
		<u>Strategy 3:</u> Conduct Business Conduct and Office Operations courses	11	12	12	12
	Objective 5: Process Complaints Against Licensees in a Thorough, Timely and Efficient Manner	<u>Strategy 1:</u> Initiate investigation on verified complaints immediately	yes	yes	yes	yes
		<u>Strategy 2:</u> Complete investigations and reports within six months, whenever possible	yes	yes	yes	yes

Goal	Objective	Strategy	FY04	FY05	FY06	FY07
	Objective 6: Assure That License Applicants, Licensees and Consumers Receive Their Due Process Rights under the Regulatory and Disciplinary Powers of the Statutes	<u>Strategy 1:</u> Establish and maintain a fair hearing process and administer the disciplinary powers of the License Law within the procedures set forth in the Administrative Procedures Act	yes	yes	yes	yes
		<u>Strategy 2:</u> Develop, maintain and monitor Public Records policy	yes	yes	yes	yes
GOAL 3: Effectively administer, monitor and improve licensing process	Objective 1: To Provide an Effective Screening Process of New License Applications	<u>Strategy 1:</u> Process fingerprints through Idaho State Police and the FBI upon receipt and track until approved or rejected by both agencies	1136 cards	1050 cards	1000 cards	975 cards
		<u>Strategy 2:</u> Utilize ARELLO screening services for previous disciplinary actions	1343 names	1100 names	900 names	800 names
	Objective 2: Verify Compliance with Licensing Standards	<u>Strategy 1:</u> Utilize <i>Real Estate License Law and Rules</i> and Commission policies to design and provide current application, renewal and change forms to solicit the appropriate information to verify compliance	yes	yes	yes	yes
		<u>Strategy 2:</u> Process completed applications, renewals and changes efficiently	yes	yes	yes	yes
		<u>Strategy 3:</u> Utilize available technology to provide more efficient process for licensees to submit requests for changes to licensing information, i.e., via the Internet	yes	yes	yes	yes

Goal	Objective	Strategy	FY04	FY05	FY06	FY07
	Objective 3: Improve Records Management Process	<u>Strategy 1:</u> Manage records primarily by electronic means in an attempt to reduce hard copies, moving towards a nearly paperless operation	no	no	yes	yes
		<u>Strategy 2:</u> Stabilize the records management system by purchasing a system owned by IREC to avoid changing records management systems every few years	yes	yes	yes	yes
GOAL 4: operate the commission with accountability, efficiency and responsibility	Objective 1: Utilize Technology in Business Practices	<u>Strategy 1:</u> Utilize most current hardware and software programs	yes	yes	yes	yes
		<u>Strategy 2:</u> Provide an informative web page	yes	yes	yes	yes
		<u>Strategy 3:</u> Provide licensees ability to conduct Commission business via the Internet	yes	yes	yes	yes
	Objective 2: Employ, Train, Hire, Terminate and Manage Staff to Effectively Conduct Business in Compliance with DHR Rules and Regulations	<u>Strategy 1:</u> Conduct regular staff meetings	yes	yes	yes	yes
		<u>Strategy 2:</u> Maintain increased management commitment for additional training to enable staff to more adequately and efficiently fulfill their job responsibilities	yes	yes	yes	yes
		<u>Strategy 3:</u> Monitor and update the <i>Employee Handbook</i> , the Open Records laws, the Americans with Disabilities Act, Federal Family Medical Leave Act, and other applicable laws to insure compliance	yes	yes	yes	yes

Goal	Objective	Strategy	FY04	FY05	FY06	FY07
	Objective 3: Assure Sufficient Funding to Support Commission Operations	<u>Strategy 1:</u> Seek adequate spending authority from the legislature	yes	yes	yes	yes
		<u>Strategy 2:</u> Continuously monitor expenditures	yes	yes	yes	yes
		<u>Strategy 3:</u> Maintain a six month reserve account	yes	yes	yes	yes
		<u>Strategy 4:</u> Fees for services should reflect actual provider costs but should be fiscally conservative	yes	yes	yes	yes
	Objective 4: provide office facilities and equipment necessary for staff to effectively conduct commission business	<u>Strategy 1:</u> Update furniture and equipment to maintain safe and healthy environment	yes	yes	yes	yes
GOAL 5: Act as a public resource for real estate issues	Objective 1: Disseminate Information Addressing Subjects of Special Interest and Concerns to Licensees and Consumers	<u>Strategy 1:</u> Develop and distribute educational newsletter to all licensees semiannually together with a schedule of courses to be held during the next six months	15,000 copies	15,000 copies	15,000 copies	15,000 copies
		<u>Strategy 2:</u> Develop and maintain items of consumer interest including but not limited to; <i>The Investigate and Hearing Process, Consumer Information on Buying and Selling Real Estate, Agency Representation and Candidate Information Bulletins</i>	yes	yes	yes	yes

Goal	Objective	Strategy	FY04	FY05	FY06	FY07
		<u>Strategy 3:</u> Establish, upgrade and maintain Commission website with pertinent licensure and consumer information and searchable licensee base	63,350 hits	67,000 hits	69,000 hits	71,000 hits
	Objective 2: Respond to Consumer Inquiries in a Consumer-Oriented Consciousness	<u>Strategy 1:</u> Respond to Public Records requests in mandated time-frame	yes	yes	yes	yes
		<u>Strategy 2:</u> Provide public with references to other departments and organizations as appropriate	yes	yes	yes	yes
		<u>Strategy 3:</u> Provide real estate information to the public through a “consumer” brochure.	yes	yes	yes	yes
		<u>Strategy 4:</u> Work in conjunction with the Idaho Association of REALTORS® and the Idaho Housing and Finance Agency to promote, develop, and implement a home buying education course to be used in Idaho high schools	yes	yes	yes	yes
GOAL 6: Research creation of a real estate business website to include appraisers, title insurance companies, home inspectors, mortgage brokers and property management	Objective 1: To Provide Consumers a “One Stop Shop” for Real Estate Concerns	<u>Strategy 1:</u> Build coalition with other regulatory agencies	yes	yes	yes	yes
		<u>Strategy 2:</u> Work with the Department of Commerce and Dept of Administration in conjunction with the Governor and other affected regulatory agencies	yes	yes	yes	yes

PROGRAM PERFORMANCE REPORT

AGENCY: Real Estate Commission

FUNCTION: Real Estate Regulation

ACTIVITY: N/A

Revision No.

Agency Number: 429

Function Number: 10

Activity Number: 00

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Original Submittal X or

Program Description: Goal 1: Establish and maintain minimum competencies needed to obtain and maintain a real estate license in Idaho		Authorization		
		State <u>X</u>	Federal	Other
		Code Citation: 54-2001 through 54-4105		
		Non-mandated Priority No.:		
Major Functions	Targeted Performance Standard(s) for each Function			
Objective 1: To Consistently Review Idaho Real Estate License Law and Rules for Reasonableness and Fairness	<p><u>Strategy 1:</u> Analyze national trends by attending ARELLO conferences to assure Idaho=s License Law and Rules are consistent with other states</p> <p><u>Strategy 2:</u> Work with REALTORS<sup>7</sup> organization and the public to assure that Idaho=s laws and rules are protecting the public interest</p> <p><u>Strategy 3:</u> Work with legislators to assure the passage of law changes deemed necessary</p> <p><u>Strategy 4:</u> Publish and distribute <i>Idaho Real Estate License Laws and Rules</i></p>			
<p>Program Results and Effect:</p> <p>The mission of the Idaho Real Estate Commission is to regulate state licensing and education of real estate brokers and sales associates and to safeguard and protect the public interest by the fair and impartial administration of the Idaho Real Estate License Law and Rules. This is achieved in part through analyzing national market and regulatory trends; through net-working, collaborating, and cooperating with related industry groups; maintaining a working relationship with the Executive and Legislative branch of Idaho State Government and by disseminating current Idaho Real Estate License Law and Administrative Rules to our licensees. True professionalism in the global market of the real estate industry cannot be achieved by our licensees without a benchmark to establish and maintain minimum licensing competency.</p>				

PROGRAM PERFORMANCE REPORT

AGENCY: Real Estate Commission  
 FUNCTION: Real Estate Regulation  
 ACTIVITY: N/A  
 Revision No.

Agency Number: 429  
 Function Number: 10  
 Activity Number: 00

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 Original Submittal X or

Program Description: Goal 2: Assure compliance with real estate standards and laws		Authorization		
		State <input checked="" type="checkbox"/>	Federal <input type="checkbox"/>	Other <input type="checkbox"/>
		Code Citation: 54-2001 through 54-4105		
		Non-mandated Priority No.:		
Major Functions	Targeted Performance Standard(s) for each Function			
Objective 1: To Provide a High Quality, Pre-license Examination Designed to Measure Minimum Competencies	<u>Strategy 1:</u> Review minimum competency levels through job tasks surveys and other methods  <u>Strategy 2:</u> Cooperate and participate in item writing workshops to provide candidates with a relevant pre-license exam to test competency			
Objective 2: To Provide a High Quality, Pre-license Education Program	<u>Strategy 1:</u> Periodically review current issues, trends and <i>License Laws and Administrative Rules</i> to determine if current courses and corresponding exams are relevant  <u>Strategy 2:</u> Maintain a <i>ΔCertification Policy@</i> to outline requirements for certification of courses, instructors, and providers  <u>Strategy 3:</u> Certify and monitor courses, instructors and providers			
Objective 3: To Provide a High Quality Continuing Education Program	<u>Strategy 1:</u> Annually review current issues, trends and License Law and Administrative Rules to develop and provide quality continuing education program  <u>Strategy 2:</u> Certify and monitor continuing education instructors, courses and providers			
Program Results and Effect: The Commission strives to elevate the real estate industry to the highest standards possible through communication, education and the latest technology. The Idaho Education Council meets quarterly to outline recommendations for certification, monitoring, and analyzing appropriate pre-license and continuing education courses, instructors, and providers. These recommendations are presented by the IREC Education Department to our four Commissioners at their monthly meetings for final ratification and implementation. Our Education Department works continually at reviewing, analyzing, and making recommendations to maintain the quality and integrity of our programs. Ensuring the availability of capable and honest real estate providers, instructors and course materials is a public trust that the Commission accepts with the deepest sense of purpose and responsibility.				

PROGRAM PERFORMANCE REPORT

AGENCY: Real Estate Commission  
 FUNCTION: Real Estate Regulation  
 ACTIVITY: N/A  
 Revision No.

Agency Number: 429  
 Function Number: 10  
 Activity Number: 00

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 Original Submittal X or

Program Description: Goal 2: Assure compliance with real estate standards and laws		Authorization	
		State <input checked="" type="checkbox"/>	Federal <input type="checkbox"/> Other <input type="checkbox"/>
		Code Citation: 54-2001 through 54-4105	
		Non-mandated Priority No.:	
Major Functions	Targeted Performance Standard(s) for each Function		
Objective 4: To Review Regulated Business Activities and Practices	<u>Strategy 1:</u> Conduct office audits and inspections as warranted <u>Strategy 2:</u> Monitor citation program <u>Strategy 3:</u> Conduct or cause to be conducted Business Conduct and Office Operations courses		
Objective 5: Process Complaints Against Licensees in a Thorough, Timely and Efficient Manner	<u>Strategy 1:</u> Initiate investigation on verified complaints immediately <u>Strategy 2:</u> Complete investigations and reports within six months		
Objective 6: Assure That License Applicants, Licensees and Consumers Receive Their Due Process Rights under the Regulatory and Disciplinary Powers of the Statutes	<u>Strategy 1:</u> Establish and maintain a fair hearing process and administer the disciplinary powers of the License Law within the procedures set forth in the Administrative Procedures Act <u>Strategy 2:</u> Develop, maintain and monitor Public Records policy		
<p>Program Results and Effect:</p> <p>As a regulatory body, the role of the Commission is not to protect the industry or the profession that we regulate, nor to protect consumers. It is not the role of regulators to be advocates for either the profession or the consumer. Instead, the role of the regulator is to protect the public interest. Protecting the public interest means assuring every individual=s right to justice and equal opportunity. Regulators protect the public interest when they deny the right to practice to the incompetent and unscrupulous. Regulators protect the public interest when they refuse to use licensing laws to advance the interest of private trade associations. Regulators protect the public interest when they encourage free and open markets.</p> <p>The Commission pledges our best efforts to achieve impartiality and fairness in achieving this goal.</p>			

PROGRAM PERFORMANCE REPORT

AGENCY: Real Estate Commission

FUNCTION: Real Estate Regulation

ACTIVITY: N/A

Revision No.

Agency Number: 429

Function Number: 10

Activity Number: 00

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Original Submittal  X  or

Program Description: Goal 3: Effectively administer, monitor and improve licensing process		Authorization	
		State <u> X </u>	Federal
		Other	
		Code Citation: 54-2001 through 54-4105	
		Non-mandated Priority No.:	
Major Functions	Targeted Performance Standard(s) for each Function		
Objective 1: To Provide an Effective Screening Process of New License Applications	<u>Strategy 1:</u> Process fingerprints through Idaho State Police and the FBI upon receipt and track until approved or rejected by both agencies  <u>Strategy 2:</u> Utilize ARELLO screening services for previous disciplinary actions  <u>Strategy 3:</u> Encourage use of electronic fingerprinting for greater accuracy		
Objective 2: Verify Compliance with Licensing Standards	<u>Strategy 1:</u> Utilize <i>Real Estate License Law and Rules</i> and Commission policies to design and provide current application, renewal and change forms to solicit the appropriate information to verify compliance  <u>Strategy 2:</u> Process completed applications, renewals and changes efficiently  <u>Strategy 3:</u> Utilize available technology to provide more efficient process for licensees to submit requests for changes to licensing information, i.e., via the Internet		
Objective 3: Improve Records Management Process	<u>Strategy 1:</u> Manage records primarily by electronic means in an attempt to reduce hard copies, moving towards a nearly paperless operation  <u>Strategy 2:</u> Maintain and improve records management computer system		
<b>Program Results and Effect:</b> Through the fingerprint screening of potential licensees through the Idaho State Police and the FBI, plus the additional screening report showing previous disciplinary actions from the Association of National License Law Officials, the Commission is fulfilling our responsibility to protect the public interest. Regulators also protect the public interest when we eliminate barriers that unreasonable limit entry into our field of practice. It is imperative that we administer fair and impartial application of license law standards. More and more of the functions of the Commission will be transacted through technology as the demand for on line services increases. These services have been expanded to include license renewals; name and personal address changes; office changes and a real time licensee look up feature that allows the consumer to verify the status of their real estate professional.			

PROGRAM PERFORMANCE REPORT

AGENCY: Real Estate Commission  
 FUNCTION: Real Estate Regulation  
 ACTIVITY: N/A  
 Revision No.

Agency Number: 429  
 Function Number: 10  
 Activity Number: 00

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 Original Submittal X or

Program Description: Goal 4: Operate the commission with accountability, efficiency and responsibility		Authorization	
		State <u>X</u>	Federal
		Other	
		Code Citation: 54-2001 through 54-4105	
		Non-mandated Priority No.:	
Major Functions	Targeted Performance Standard(s) for each Function		
Objective 1: Utilize Technology in Business Practices	<u>Strategy 1:</u> Utilize most current hardware and software programs  <u>Strategy 2:</u> Provide an informative web page  <u>Strategy 3:</u> Provide licensees ability to conduct Commission business via the Internet		
Objective 2: Employ, Train, Hire, Terminate and Manage Staff to Effectively Conduct Business in Compliance with DHR Rules and Regulations	<u>Strategy 1:</u> Conduct staff meetings as needed  <u>Strategy 2:</u> Maintain increased management commitment for additional training to enable staff to more adequately and efficiently fulfill their job responsibilities  <u>Strategy 3:</u> Continue to monitor and update the <i>Employee Handbook</i> , the Open Records laws, the Americans with Disabilities Act, Federal Family Medical Leave Act, and other applicable laws to insure compliance		
<p>Program Results and Effect:</p> <p>The Commission will continue the customer-oriented consciousness that will ensure continuous improvement in the quality of service provided and the fulfillment of our agency mission. We envision pre-license and continuing education courses on-line will become the norm. Students educational scores will be posted directly to their account from the educational providers, whether than be the &gt;on-line= or &gt;brick and mortar= schools. Undoubtedly one of the greatest challenges will be the ability to respond to the technological changes in the industry with the limited staff and resources available to the Commission. We must continue to act in a fiscally responsible manner to generate revenue to support the necessary programs and have adequate spending authority to be prepared to respond appropriately as the industry and market change. Management remains acutely aware that the Commission=s greatest resource is its people and we will continue to educate and train our staff to the best of our ability as well as monitoring the applicable employment laws for their protection.</p>			

PROGRAM PERFORMANCE REPORT

AGENCY: Real Estate Commission  
 FUNCTION: Real Estate Regulation  
 ACTIVITY: N/A  
 Revision No.

Agency Number: 429  
 Function Number: 10  
 Activity Number: 00

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 Original Submittal X or

Program Description: Goal 4: Operate the commission with accountability, efficiency and responsibility		Authorization	
		State <input checked="" type="checkbox"/>	Federal <input type="checkbox"/> Other <input type="checkbox"/>
		Code Citation: 54-2001 through 54-4105	
		Non-mandated Priority No.:	
Major Functions	Targeted Performance Standard(s) for each Function		
Objective 3: Assure Sufficient Funding to Support Commission Operations	<u>Strategy 1:</u> Seek adequate spending authority from the legislature <u>Strategy 2:</u> Continuously monitor expenditures <u>Strategy 3:</u> Maintain a six month reserve account <u>Strategy 4:</u> Fees for services should reflect actual provider costs but should be fiscally conservative		
Objective 4: Provide Office Facilities and Equipment Necessary for Staff to Effectively Conduct Commission Business	<u>Strategy 1:</u> Update furniture and equipment to maintain safe and healthy environment		
Program Results and Effect: The Commission must generate revenue to support its programs and have adequate spending authority to be prepared to respond appropriately as the industry and market change. We will continue to operate in a fiscally responsible manner and only seek revenue increases when absolutely necessary. Any revenue increases will be analyzed to ensure actual anticipated program operation costs and operation.			

PROGRAM PERFORMANCE REPORT

AGENCY: Real Estate Commission

FUNCTION: Real Estate Regulation

ACTIVITY: N/A

Revision No.

Agency Number: 429

Function Number: 10

Activity Number: 00

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Original Submittal X or

Program Description: Goal 5: Act as a public resource for real estate issues		Authorization	
		State <u>X</u>	Federal
		Other	
		Code Citation: 54-2001 through 54-4105	
		Non-mandated Priority No.:	
Major Functions	Targeted Performance Standard(s) for each Function		
Objective 1: Disseminate Information Addressing Subjects of Special Interest and Concerns to Licensees and Consumers	<p><u>Strategy 1:</u> Develop and distribute educational newsletter to all licensees semiannually together with a schedule of courses to be held during the next six months</p> <p><u>Strategy 2:</u> Develop and maintain items of consumer interest including but not limited to; <i>The Investigative and Hearing Process, Consumer Information on Buying and Selling Real Estate, Agency Representation and Candidate Information Bulletins</i></p> <p><u>Strategy 3:</u> Establish, upgrade and maintain Commission website with pertinent licensure and consumer information and searchable licensee base</p>		
Objective 2: Respond to Consumer Inquiries in a Consumer-Oriented Consciousness	<p><u>Strategy 1:</u> Respond to Public Records requests in mandated time-frame</p> <p><u>Strategy 2:</u> Provide public with references to other departments and organizations as appropriate</p> <p><u>Strategy 3:</u> Provide real estate information to the public through a <u>consumer</u> brochure</p> <p><u>Strategy 4:</u> Continue to work in conjunction with the Idaho Association of REALTORS<sup>7</sup>, the Idaho Housing and Finance Agency, the Department of Education and the Governor=s office to promote a home buying education course to be used in Idaho high schools</p>		
<p>Program Results and Effect:</p> <p>The Commission publishes and distributes an educational newsletter, the Real Estate, on a semi annual basis. This publication is mailed to every licensee in the state of Idaho and relays to our licensees the very latest nationwide trends and issues. As a service to consumers, publications such as the Investigative and Hearing Process, Agency Representation brochures, Candidate Information Bulletins, Underground Storage Tank information, Consumer Information on Buying and Selling Real Estate, is made available at our office as well as the Commission web site. Consumers as well as licensees are now able to check on the status of a licensee by accessing the searchable license base on our web page. In conjunction with the Idaho Association of REALTORS<sup>7</sup>, the Idaho Housing and Finance Agency, the Department of Education and the Governor=s office, we developed a home buying education course to be used to educate our high school seniors on the real estate market.</p>			

PROGRAM PERFORMANCE REPORT

AGENCY: Real Estate Commission  
 FUNCTION: Real Estate Regulation  
 ACTIVITY: N/A  
 Revision No.

Agency Number: 429  
 Function Number: 10  
 Activity Number: 00

FY 2006 Request  
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 Original Submittal X or

Program Description: Goal 6: Research creation of a real estate business web site to include appraisers, title insurance companies, home inspectors, mortgage brokers and property management		Authorization State <input checked="" type="checkbox"/> Federal <input type="checkbox"/> Other <input type="checkbox"/> Code Citation: 54-2001 through 54-4105 Non-mandated Priority No.:	
Major Functions	Targeted Performance Standard(s) for each Function		
Objective: To Provide Consumers a One- Stop Shop for Real Estate Concerns	<p><u>Strategy 1:</u> Build coalition with other regulatory agencies</p> <p><u>Strategy 2:</u> Work with the Department of Commerce and Department of Administration, ITRMC, to develop website in conjunction with the Governor and other affected regulatory agencies</p>		
Program Results and Effect: As the most visible regulatory agency for real estate, our office receives numerous consumer calls regarding all aspects of real estate transactions. Often times, we are unable to assist them and must refer them to other agencies for assistance. Because of the high volume of consumer calls, to better serve the public interest and to create a >one stop shop= atmosphere, our vision is to create a contact mechanism where the public can call for information on real estate issues. This real estate website would list such entities as appraisers, escrow companies, title companies, mortgage brokers, property managers, builders, and home inspectors. The Idaho consumer deserves this service and IREC is willing to work with any and all related agencies to achieve this goal.			

PROGRAM PERFORMANCE REPORT									
AGENCY:		Real Estate Commission			Agency Number: 429		FY 2006 Request		
FUNCTION:		Real Estate Regulation			Function Number: 10		Page __1__ of 1__		
ACTIVITY:		N/A			Activity Number: 00		Original Submittal <u>X</u> or Revision No. ____		
Reference Number		Projected Results							
		2000	2001	2002	2003	2004	2005	2006	2007
G1-O1-S1		yes	yes	yes	yes	yes	yes	yes	yes
G1-O1-S2		yes	yes	yes	yes	yes	yes	yes	yes
G1-O1-S3		yes	yes	yes	yes	yes	yes	yes	yes
G1-O1-S4		3,600	5,000	4,000	4,000	10,000	10,000	10,000	10,000
G2-O1-S1		yes	yes	yes	yes	yes	yes	yes	yes
G2-O1-S2		2	1	1	1	1	1	1	1
G2-O2-S1		yes	yes	yes	yes	yes	yes	yes	yes
G2-O2-S2		yes	yes	yes	yes	yes	yes	yes	yes
G2-O2-S3		yes	yes	yes	yes	yes	yes	yes	yes
G2-O3-S1		yes	yes	yes	yes	yes	yes	yes	yes
G2-O3-S2		yes	yes	yes	yes	yes	yes	yes	yes
Fund	% of Current Budget				Projected Budget				
		2000	2001	2002	2003	2004	2005	2006	2007
General									
Dedicated		\$887,900	\$893,560	\$867,600	\$914,400	\$979,500	\$1,106,200 (Estimated)	\$1,135,800 (Estimated)	\$1,200,000 (Estimated)
Federal									
Other									

**APPENDIX B.**

**INCOME AND EXPENSE HISTORY**

Income & Expense Report of  
Commission Activities  
FY83–FY03

Fiscal Year	Receipts	Expenditures	Free Fund Cash Balance
1983	752,712.81	489,475.17	532,619.18
1984	216,965.72	507,510.74	242,074.16
1985	683,835.63	515,097.87	410,811.92
1986	266,938.72	536,945.28	140,805.36
1987	690,124.09	519,063.93	311,865.52
1988	279,331.52	506,081.01	85,116.03
1989	782,864.92	552,808.79	315,172.16
1990	444,545.62	553,463.89	206,253.89
1991	857,478.91	551,355.86	512,376.94
1992	546,358.09	619,939.57	439,171.97
1993	904,400.49	666,750.56	676,821.90
1994	675,661.97	730,821.87	628,228.88
1995	981,948.91	834,258.55	779,974.84
1996	658,087.53	885,683.68	661,004.33
1997	978,844.98	903,054.58	663,779.67
1998	712,778.72	846,017.13	530,541.26
1999	1,032,052.24	928,144.86	634,448.64
2000	832,927.45	888,371.68	579,004.41
2001	1,168,618.08	893,560.20	857,062.29
2002	1,043,934.46	867,588.70	1,033,408.05
2003	1,324,261.72	914,351.71	1,443,318.06
2004	1,241,228.57	979,460.35	1,705,086.28

Note: Includes \$3,000. from closure of rotary account